

**Agenda for the Community Pharmacy IT Group meeting**  
**to be held on Wednesday 9th June 2021 via videoconference**  
**from 11am to 2.15pm**

**About CP ITG:** The Group was formed in 2017 by [PSNC](#), [NPA](#), [RPS](#), [CCA](#) and [AIMp](#). The meetings are attended by members representing the five organisations and representatives from [pharmacy system suppliers](#), [NHSBSA](#), [NHS Digital](#), [NHSE&I](#), and [NHSX](#). Further information on the group can be found on the [PSNC website](#).


**Members:** Matthew Armstrong, Steve Ash, David Broome (Vice Chair), Sibby Buckle, Richard Dean (Chair), David Evans, Nick Kaye (NPA, newly joined) Sunil Kochhar, Fin McCaul, Graham Phillips, George Radford, Ravi Sharma, Craig Spurdle, Iqbal Vorajee and Heidi Wright.

Those members listed above will meet immediately after the main CP ITG meeting closes to elect a new Chair and Vice Chair. The [group's election process](#) will be used. Richard Dean will be retiring from pharmacy and the group and therefore will not be re-standing as Chair.

**Secretariat:** Dan Ah-Thion.

#### **Zoom meeting**

Attendees are encouraged to:

- Join early with a webcam to test access; and use a large screen to view the slides.
- Use the 'raise hand' feature to seek the attention of the Chair.
- Use the chat box to share comments, queries and to answer each other (Note: time constraints prevent every comment being addressed in the meeting, but comments will be saved to aid the groups work).
- Mute any devices logged into the meeting whilst not speaking (using the Zoom mute button , the device's mute option, or \*6 on the phone for toggling mute/unmute).
- Make use of [PSNC's quick reference Zoom guide](#).
- Note: those attending the meeting can extend the invite to additional colleagues within their organisation so that they can dial-into the meeting at the relevant stage.

The Zoom details are below.

- **Log-in:** <https://us02web.zoom.us/j/81989829325?pwd=ZlNyc1VBOWhKaGl4M1k5MThqQ0FBdz09>
- **Meeting ID:** 819 8982 9325 **Passcode:** 029995
- **One-tap mobile:** +441314601196,,81989829325# UK 442030512874,,81989829325#

**Dial-in for audio:** 0203 051 2874. **Alternatives:** 0131 460 1196; 0203 051 2874; and 0203 901 7895

**Social media:** To tweet about the group/meeting (excluding confidential information) use the hashtag, #cpitg

**Meeting format:** The meeting will be divided into two halves, and there will be a thirty-minute break from 12:30-13:00.

- |    |  |             |
|----|--|-------------|
| 1. | <b>Welcome from Chair</b>  | 11:00-11:05 |
| 2. | <b>Apologies for absence</b><br>No apologies for absence have been received at the time of setting the agenda. | 11:00-11:05 |
| 3. | <b>Minutes of the last meeting</b>   | 11:05-11:10 |

The minutes of the meeting held on 18th November 2020 were emailed out to the group alongside this agenda.

4. **Actions and Matters Arising** 11:05-11:10  
Outstanding actions have been carried forward within the workstream updates appendix.

#### Actions (session 1 of 2)

5. **Pharmacy IT and Five-Year framework IT** (page 3) ([Appendix CP ITG 01/06/20](#)) 11:10-12:00
6. **Local and Integrated Care Systems (ICS) digital priorities - including LHCRs/ShCR** (page 4) ([Appendix CP ITG 02/06/20](#)) 12:00-12:30

#### Break 12:30-13:00

#### Actions (session 2 of 2)

7. **CP ITG workstreams for group comment: infrastructure survey, Data toolkit, draft NHSX strategy, project timelines, Gantt chart template, NHS Service Finder** (pages 5-6) ([Appendix CP ITG 03/06/20](#)) 13:00-13:20
8. **EPS and authentication: progress and future** (page 7) ([Appendix CP ITG 04/06/20](#)) 13:20-14:00

#### Report

9. **CP ITG workstreams for report** (pages 8-14) ([Appendix CP ITG 05/06/20](#)) 14:00-14:10
10. **Post-meeting CP ITG communications and messages** 14:10-14:15
11. **Any other business** 14:10-14:15

#### Close main meeting by 14:15

12. **Elections** (voting members will attend a meeting to elect the Chair / Vice Chair for the next two years) 14:15-14:45

#### Upcoming pharmacy/healthcare IT events

- Listed at: [psnc.org.uk/itevents](https://psnc.org.uk/itevents) and [digitalhealth.net upcoming webinars and events](https://digitalhealth.net/upcoming-webinars-and-events).

#### Future meetings

- Wednesday 22nd September 2021
- Wednesday 17th November 2021
- Wednesday 9th March 2022
- Wednesday 8th June 2022

Subject	Pharmacy IT: NHS and five-year framework IT strategy
Date/time of meeting	9th June 2021: 11:10-12:00
Status	Public
Presenters	Libby Pink, Darryl Jones and Sarah Zareian (all from NHSE&I)
Overview	Five-Year framework IT and pharmacy IT developments are to continue.
Proposed actions	The group is to be updated and is to discuss developments.

NHS England and NHS Improvement and the wider group will discuss IT developments, strategy and progress to support the Five-year Community Pharmacy Contractual Framework ([Five-Year framework](#)).

#### [COVID-19 vaccination programme IT](#) (11.10-11.25)

- Libby Pink (NHSE&I, COVID-19 vaccine programme) will provide an update on recent progress.

#### [CPCF IT framework / Pharmacist Consultation Service \(CPCS\) IT](#) (11.25-11.45)

- As part of the work to support the transfer of responsibility from the NHS to contractors of procuring IT for the CPCS and in line with past feedback from stakeholders, NHSE&I has sought to support the development of the community pharmacy IT market.
- As part of this work, NHSE&I previously commissioned the South Central and West CSU procurement team to work on a CPCF / CPCS IT specification. CP ITG fed into this. The CSU also looked at framework and listing options which could be setup for CPCS IT and other potential CPCF IT developments for the months/years ahead.
- CPITG and PSNC expressed support for this work but also fed back to NHSE&I and the CSU that six to twelve months' notice should be provided ahead of such developments. This time is to allow pharmacy contractors to consider options, agree contracts and train with the new systems. Suppliers also requested this period of notice to assist with their allocation of programming resource and to help them with fitting in this work around their other roadmap items.
- NHSE&I previously announced [CPCS IT support until September 30th 2021](#). Feedback from pharmacy teams continues to be that communication about which suppliers have been approved and meet basic CPCS IT standards is urgently needed, even though additional framework plans can continue even if some of that comes in from October 2021, April 2022 or the months/years beyond.
- An update will be provided by Darryl Jones (NHSE&I).

#### [GP CPCS IT](#) (11.45-12.00)

- Sarah Zareian (NHSE&I Digital First Programme) will provide a short update on recent progress.

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Subject	Integrated Care Systems (ICS), LHCRs/ShCR, local digital policies
Date/time of meeting	9th June 2021: 12:00-12:30
Overview	Integrated Care Systems (ICS) are continuing to develop, and some are further developing their digital priorities. LPCs within some areas wish to support ICS and set out local digital priorities for community pharmacy.
Proposed actions	The group are asked for comments about local digital priorities and how LPCs can be further supported.

### Integrated Care Systems (ICS) and local digital priorities

NHSE&I published [Designing ICS](#) (June 2019) and [Integrating care...](#) (November 2020) setting out plans to increase the importance of ICS within the NHS. PSNC published a [summary of the key points](#). ICS were expected to be in place from April 2021 and will have a statutory footing from 2022, subject to legislative change. ICS evolved from Sustainability and Transformation Partnerships. ICSs are to: enable cooperation between the NHS and councils; run services in a coordinated way; agree system-wide priorities; and plan collectively how to improve patients' day-to-day health. There are [around 40 ICS](#) and each of them services populations of between 300,000 and 3 million.

ICS have been tasked with developing data and digital as one of several key goals ("to drive system working, connect health and care providers, improve outcomes and put the citizen at the heart of their own care"). IT ICS priorities as set out by NHSE&I are as follows: developing Local health and shared care records (LHCRs); preparing digital transformation plans for their area; developing a roadmap for patient-centred digital channels; enabling collaboration including shared appointment booking and referral management and task sharing; publishing statistics; and supporting remote monitoring to allow patients to stay safe at home for longer. Many ICS are forming digital boards and employing digital leads. Local Pharmaceutical Committee Chief Officers have asked for CP ITG to support their work with ICS on digital priorities.

HSJ.co.uk are hosting a short [webinar](#) about ICS digital priorities at 10.30am on 9th June 2021.

Local digital priorities based on feedback received by PSNC and on the national CP ITG digital priorities list have been prepared into draft documents: [Appendix CPITG 02A/06/21 Local pharmacy digital priorities \(prose\)](#) and [Appendix CPITG 02B/06/21 Local pharmacy digital priorities slides](#). Comments on these documents can be made to [it@psnc.org.uk](mailto:it@psnc.org.uk) at the meeting or by 24th June 2021.

### CP ITG action

The group is asked to comment about:

- Experiences of ICS/LPC work locally regarding digital technology.
- What are the digital priorities at the ICS and LPC level?
- Appendices [CPITG 02A/06/21 list](#) and [CPITG 02B/06/21 slides](#).
- Any local ICS, LHCR or local digital priority documents which can be shared to [it@psnc.org.uk](mailto:it@psnc.org.uk) to support further guidance to LPCs.
- Recent queries relating to LHCR deployment.

The group will be invited to an LHCR event for CP ITG and LPC members on the 1st July from 12.00-1.30pm.

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Subject	CP ITG workstreams for group comment: infrastructure survey, Data toolkit, draft NHSX strategy, project timelines, Gantt chart template, NHS Service Finder.
Date/time of meeting	9th June 2021: 13:00-13:20
Status	Public
Overview and proposed actions	An update will be provided on some of the group's workstreams with the opportunity to comment on these. Comments or feedback that support progress on the priority areas can also be emailed to Dan Ah-Thion ( <a href="mailto:it@psnc.org.uk">it@psnc.org.uk</a> ).

#### [New CP ITG IT infrastructure survey launched for June meeting](#) (13:00-13:05)

The survey was reviewed by the group at previous meetings and via email. It has now been launched in time for the group's June 2021 meeting.

#### **CP ITG action:**

- The group are encouraged to promote this survey using [Appendix CPITG 03C/06/21 IT survey communications copy \(docx file\)](#). The results will be shared with the group later.

#### [Data Security and Protection Toolkit \(DSPTK\)](#) (13:05-13:10)

- PSNC has issued communications and guidance relating to the completion of this year's Toolkit.
- PSNC has again worked closely with NHS Digital and contractor testers to keep the workload manageable but the data security protections appropriate. The key differences this year include: new mandatory questions and improvements to the wording for all the questions.
- PSNC updated its [Data security and information governance hub](#) during April 2021 to support Toolkit completion and published new guidance for the 2020/21 Toolkit submission:
  - [Toolkit completion: Five steps to complete the Toolkit \(overview\)](#)
  - [Toolkit completion: Question-by-question guidance \(mandatory questions\)](#)
- Data security templates were all updated and new ones added: [psnc.org.uk/dstemplates](https://psnc.org.uk/dstemplates).
- A revised training option was added: [Pharmacy data security \(for induction or refreshment\)](#).
- PSNC also hosted meetings with the PMR suppliers and NHS Digital, to help the PMR suppliers with their preparation of PMR-specific guidance for contractors.

#### **CP ITG action:**

- Signpost community pharmacy teams to the guidance and the Toolkit. If you would like to feed into the development of the proposed 2021/2022 question set, please email [it@psnc.org.uk](mailto:it@psnc.org.uk).

#### [NHSX and NHS Transformation Unit working to develop a new strategy](#) (13:10-13:15)

NHSX and NHS Transformation Unit discovery work is continuing to enable the later creation of an NHSX digital strategy for pharmacy, optometry, dentistry, ambulance and community services (PODAC). NHSX are working closely with NHSE&I and other stakeholders to build on the opportunities already taken to accelerate transformation in these areas over the next 3 to 5 years.

Community Pharmacy IT Group and Community Pharmacy Digital Group pharmacy representatives were encouraged to take part in two workshops (on 10th February 2021 and on 30th April 2021). PSNC and pharmacy representatives also fed in via one-to-one interviews with the project team. Outputs have been shared with those who took part. The project team have explained that some extra system supplier feedback will be captured later. PSNC has reported that capturing supplier feedback is also critical.

**CP ITG action:**

- Those who have not yet fed in can contact [it@psnc.org.uk](mailto:it@psnc.org.uk) to be sighted on developments and feedback opportunities.

**Pharmacy IT Gantt chart draft template (13:10-13:15)**

System supplier feedback has indicated that multiple projects and objectives are contributing towards severe capacity challenges. Suppliers asked whether the group could explore documenting the multiple projects which are ongoing or forthcoming within the NHS; a draft chart template has been prepared. See: [Appendix CPITG 03A/06/21 Gantt Chart \(slide\)](#) (example screenshot set out below) and [Appendix CPITG 03B/06/21 Gantt Chart \(spreadsheet\)](#). Comments are welcome to aid the future development of this work. The chart can be set to relate to ‘all contractors’ or can be used as a template by an individual system supplier.

**CP ITG action:**

- The group are asked for structural /design comments on the Appendices CPITG 03A-B/06/21.

Community Pharmacy IT Group : NHS IT / system projects								Year/month (financial year)															
Activity/integration	Plan	Actual	All ctrs	Depled	All ctrs %	21					22												
	Start	Duration (months)				Start	Duration (months)	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4
1 CPCS IT	○	●	11300	0	xx %	■	■	■															
2 DMS API	○	●	11300	0	xx %	■	■	■															
3 EPS FHIR	○	●	11300	0	xx %	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
4 GP Connect	○	●	11300	0	xx %	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
5 SCR AI 1-click	○	●	11300	0	xx %	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
6 NHS booking stnd	○	●	11300	0	xx %	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■

**NHS Service Finder enhancements and user research (13:15-13:20)**

NHS Service Finder is a free tool that provides access to information from the Directory of Services (DoS) and the NHS website. It is not accessible by the public, but it does allow pharmacy teams and other healthcare professionals to search for service information quickly. The [NHS Service Finder team added new enhancements](#) during March 2021 including: restyled search results, quicker searches, and improved filtering options. A [YouTube video was published](#) to highlight the benefits for pharmacy team members.

**CP ITG action:**

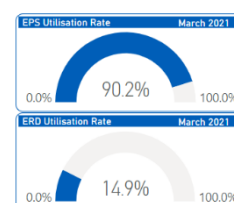
- NHS Digital user researchers are conducting user interviews to help develop the NHS Service Finder tool further. If you’d like to take part email [it@psnc.org.uk](mailto:it@psnc.org.uk).

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Subject	EPS and authentication: progress and future
Date/time of meeting	9th June 2021: 13:20-14:00
Status	Public
Presenters	Martin Hagan, Matt Armstrong, Jo Lambe and Richard Phillips
Overview	NHS Digital's and NHSBSA's EPS work has continued throughout the pandemic.
Proposed action	None.

## Report

- NHS Digital EPS and eRD utilisation rate statistics (for the March 2020 dispensing month) are set out on the right, and 95.6% of GP practices were Phase 4 ready at this time.



## NHSBSA EPS update (13:20-13:25)

- Martin Hagan will provide a short update on recent work. NHSBSA continue to [publish EPS dashboards](#) and other data.
- NHSBSA's [NHS EPS endorsement guidance](#) has been updated (to version 7.6), pages 13-14. The SSP endorsement can be used from June 2021. The current 'NCSO workaround' is being phased out and is scheduled to no longer be allowed to be used from October 2021 dispensing.

## Electronic prescribing plans for Wales (13:25-13:30)

- Matt Armstrong has fed into work in Wales considering an electronic prescription system – on behalf of the CP ITG. He will provide the group with an update.

## NHS Digital EPS team update on EPS future work (13:30-13:45)

- The group were updated at the last meeting about EPS Fast Healthcare Interoperability Resources (FHIR) standards work and the secondary care EPS pilot.
- Jo Lambe (NHS Digital EPS Product Owner) will provide a further update.

## Virtual Smartcards update (13:45-14:00)

- Richard Phillips (NHS Digital Virtual Smartcards team) will provide an update on his team's work and about how pharmacy system suppliers can integrate with the virtual Smartcards technology.
- The group are to be updated and may ask questions.

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Subject	CP ITG work streams
Date/time of meeting	9th June 2021: 14:00-14:10
Status	Public
Overview	This appendix provides updates on some of the other <a href="#">work plan areas</a> , much of which may not be covered in detail during this meeting given the time allotted. Comments or feedback that support progress on the priority areas, can be provided by emailing Dan Ah-Thion ( <a href="mailto:it@psnc.org.uk">it@psnc.org.uk</a> ).

1a

## Supporting the development of interoperability/integration

Relevant webpages include: [/interoperability](#) and [/dosesyntax](#)

### [Work to update the Pharmacy information flows standard](#)

The Professional Record Standards Body (PRSB) provided an update at the group's last meeting and invited CP ITG to a multi-disciplinary workshop on the 9th December 2020. PRSB also invited suppliers to a workshop on the 20th January 2020. [PRSB pharmacy flows standard developments work was highlighted by PSNC](#). A dedicated pharmacy call with CP ITG and PRSB took place on the 8th of February 2021. PSNC will consider endorsing the dataset after its Service Development Subcommittee have reviewed the latest version of the dataset (which is expected to be available within June 2021).

### [Local health and shared care records \(LHCRs\) and records update](#)

Updates about [LHCR](#) arrangements have been included within previous meeting papers and discussed at past meetings. LHCRs are sometimes referred to as 'Shared care records / ShCR'.

LPCs and/or local contractors can continue to take steps to gain pharmacy access such as:

- identifying the LHCR project team from the [List of records systems](#);
- learning about case studies such as: [Dorset Care Record LHCR pharmacy access case study](#);
- contacting the LHCR project team and other local partners to find out how to get involved;
- using the 'Planning pharmacy access briefing' and [frequently updated LHCRs webpage](#); and
- reviewing the December 2020 [PSNC/RPS LHCRs/SCR letter to NHS orgs about records access](#).

CP ITG pharmacy reps and LPCs will be invited to a [Virtual LHCRs Event: Shared care records meeting for LPCs and CP ITG \(1st July noon-1.30pm\)](#).

Other updates:

- [PSNC and the Royal Pharmaceutical Society \(RPS\) called for LHCR standards and continued pharmacy access to Summary Care Records with Additional Information \(SCRs with AI\) following the COVID-19 pandemic](#). Read the letter in full [here](#).
- A researcher published their [findings on the use of electronic health records \(EHRs\)](#). They identified benefits but also usability challenges.
- [Child health records are set to be digitised earlier than planned](#) (April 2023 instead of a year later) under government plans to give families greater access to their children's data.
- [NHSX plans to launch a new framework for digital social care records](#).



- Digitalhealth.net published a special report on [Local health and shared care records \(LHCRs\)](#) which argues that the continued growth and development of LHCRs means “the NHS is actually beginning to catch up with what many people think is happening already”.

### Other updates about interoperability

- DHSC reported that [£16 million will be used to introduce digital prescribing across 16 hospitals](#).
- InterSystems (IT system supplier) expressed the view that [interoperability could be key when it comes to unlocking the success of healthcare IT companies](#).
- Digital health expert Wachter (and author of ‘[Using tech to improve the NHS](#)’) believes the [world will shortly enter ‘a golden era’ of health IT](#).
- [NHS App e-Referral Service reduces patients who ‘did not attend’ by half](#).
- [Electronic notifications were introduced for pharmacies and GP practices using Sonar and EMIS Web, following the service launch with PharmOutcomes and TPP SystemOne](#).
- [NHS Digital published information on ethnicity recording in the NHS to aid planning and research for COVID-19](#).
- [Amazon progressed further into the US health sector with use of its online pharmacy in the US](#).
- [NHS Wales commits to adoption of GS1 barcode standards](#).
- [PRSB publishes guidance for prescribers using genetic information](#).
- At a previous meeting, the group agreed to support the capability for anonymised data to be accessible, so that pharmacy teams’ interventions can start to be auditable, and the value of community pharmacy can be better demonstrated. If PMR systems were to be adapted to allow such data sharing, it would require the development of a roadmap and a standard approach to data provision, which may benefit from use of SNOMED CT clinical terms. A PSNC-drafted dataset was prepared and a dataset for the Community Pharmacist Consultation Service could be added. If you would like to help progress this work, please contact [it@psnc.org.uk](mailto:it@psnc.org.uk).

1b

### Supporting NHSmail

Relevant webpage(s) include: [/NHSmail](#)

- NHSmail support pages outline the benefit with the NHSmail Teams “Virtual Visits” patient consultation platform – it enables appointment booking and video consultation. The NHSmail team provided a demo to PSNC and CP ITG representatives. At present, pharmacy team members do not have the ability to ‘switch on’ the functionality and the NHSmail team have advised that an update will be provided later about whether a pharmacy process for accessing this can be added.
- PSNC has been working with the NHSmail team to check that pharmacy contractors have the correct revised naming format: [pharmacy.ODScode@nhs.net](#) (e.g. not the incorrect format [nhspharmacy.ODScode@nhs.net](#)). Contractors who do not have their address within the expected format can [raise a ticket with the NHSmail pharmacy admin team](#).
- PSNC has published a [factsheet to support escalation of an NHSmail ticket](#).
- [IT case study: Pharmacy and GP practice co-working with NHSmail](#): Community pharmacy contractors and GP practice staff in Widnes are collaborating more than ever after digitising their communications through a local NHSmail initiative.

1c

## Supporting maintenance and demonstration of data security and information governance arrangements

Relevant webpage(s) include: [/ds](#)

- [Tributes paid to National Data Guardian Dame Fiona Caldicott who passed away in February 2021](#). Caldicott passed away at the age of 80 following a career dedicated to seeking the balance between the protection of patient information and the sharing of information to improve care.
- [Nicola Byrne has been appointed as the new National Data Guardian \(NDG\) for Health and Social Care for the next three years](#). Byrne published an [introductory blog](#) and her statement about the [reasoning for taking on the role](#).
- NHS Digital has [announced plans to replace the General Practice Extraction Service \(GPES\) with a new General Practice Data for Planning and Research \(GPDPR\) service](#). This new service is intended to make it easier for NHS service planners and researchers to have access to de-personalised data from GPs.
- [NHS IT leaders believe Covid has changed attitudes to digital for the positive](#).
- PSNC submitted a consultation response regarding the draft NHSX Records Code. NHSX has closed its consultation and published its [Records Management Code of Practice 2020](#).
- PSNC has updated guidance about: [Antivirus](#); [Backups](#); [Data handling](#) and [Data roles](#).
- The [Irish health service was impacted by a serious cyber-attack during May 2021](#).
- A Cyber security expert summarised some of the [increased cyber risks during the pandemic](#).

1d

## Connectivity, business continuity arrangements and dealing with outages

Relevant webpage(s) include: [/itcontingency](#); and [/connectivity](#)

- NHS Digital reported on an [overnight BT outage impacting the Health and Social Care Network \(HSCN\)](#) (downtime being approx. 10.25pm 13th January to 5.30am 14th January 2021).
- [Microsoft will withdraw some support from Internet Explorer 11 \(IE11\) on June 15th 2022](#). Internet Explorer mode within Microsoft Edge is expected to be supported through at least 2029 to enable legacy IE-based websites and apps.

2a

## Support reduced burden through tackling issues related to the practical use of pharmacy IT and promoting good IT practices

Relevant webpages include: [/itworkflow](#)

- [NHS Digital continues working with Entrust on a new virtual smartcard solution](#) utilising [NHS Identity](#) standards.
- The group previously identified going paperless as a priority – within its *Digital Priority List* and *Views on the next generation of EPS* shortlists. However, pharmacy teams continue to report considerable use of paper and printing for reasons such as enabling prescription information to move around the dispensary given limited space for PMR terminals. Following work with the group and the paperless sub-group a new '[Going paperless](#)' webpage has been published on the PSNC website for pharmacy teams.
- PSNC published an [IT case study in which a Pharmacy in Sheffield went paperless](#).
- [The Government temporarily suspended the requirement for patients \(or their representatives\) to sign the back of NHS prescription forms or EPS tokens](#) from 1st November 2020 until at least

30th June 2021. PSNC continues to discuss with the Department of Health and Social Care (DHSC) the remaining need after this point, for the regulatory requirement that requires the patient or representative to sign a declaration on a prescription form or EPS token when they pay an NHS prescription charge.

- [30,000 iPads will be issued to ambulance crews in England.](#)
- PSNC reported on [dm+d viewer suppliers welcoming views on new dm+d browsers](#) from pharmacy team and other users: [new NHSBSA dm+d browser is in testing mode](#); [NHSBSA's legacy dm+d browser](#) (available for a limited period); [OpenPrescribing dm+d viewer](#); [Unilexon dm+d browser](#); and [East Kent NHS dm+d browser](#).
- PSNC published a new [factsheet to explain the EPS tokens ordering and escalation process](#).
- [Case study: How one NHS trust moved to virtual outpatient appointments](#).

3a

### Supporting the development of pharmacy systems

Relevant webpages include: [/systems](#)

#### [Discharge Medicines Service \(DMS\) IT and supplier briefings](#)

[DMS](#) was introduced as an Essential service in early 2021. NHSE&I and PSNC were keen for suppliers to be given information on the service, IT implications and dataset requirements at the earliest stage possible. Suppliers were briefed on 21st October 2020 and invited to express interest with working with NHSBSA on a related API to support pharmacy teams using systems for the service. Contact persons on the project introduced themselves to the group previously: Charlotte West (NHSE&I) and Rob Hills and Ben Tindale (both NHSBSA). Further supplier briefings occurred in February and during May 2021. There is an objective to progress the specification work further during June, and for a 'go-live date' ideally by September 2021. PSNC is continuing to push for this work to be completed at the earliest opportunity.

3b

### Supporting EPS and its enhancements

Relevant webpages include: [/eps](#), [/rtec](#) and [/itfuture](#)

#### [EPS](#)

- NHSBSA and PSNC have clarified EPS old patient charge rate processes near the boundary of a new financial year (the patient prescription charge rate typically increases from April 1st each year). If EPS prescriptions are submitted in the March dispensing month, they are processed as 'old patient charge rate' and if they are submitted within the April dispensing month they are processed as 'new patient charge rate' (i.e. for the new financial year).
- Since the last meeting, PSNC revised its [Dose area EPS-related guidance](#).

#### [Real Time Exemption Checking \(RTEC\)](#)

- NHSBSA has led the RTEC project since January 2020. CP ITG and PSNC have been supportive of its continued roll-out. Read more on RTEC, its phases and continued piloting of Department for Work and Pensions (DWP) RTEC at five pharmacies using PSL at: [RTEC](#). Feedback from RTEC users (PSL/EMIS/Cegedim/Titan systems) has continued to be very positive. Use of RTEC reduces the exchange of paper between pharmacy teams and patients, assisting infection control.
- NHSBSA met with two PMR suppliers across late 2020 to discuss the new data sharing arrangements necessary between NHSBSA and those suppliers. Deployments for pharmacies with those systems had to pause for several months. RTEC deployments relating to those two system suppliers recommenced immediately after the group's November 2020 meeting, after additional

work by NHSBSA and PMR suppliers. [Contractors are now being encouraged to register for RTEC](#) and more than three quarters of pharmacy organisations have now done so.

4a

## Consider the development of apps, wearables and technologies in healthcare

Relevant webpages include: [/apps](#)

### NHS App

- Details about the [NHS App](#) have been explored at the group's previous meetings. The NHS App is available on the Google Play store and the Apple App store.
- The NHS App team are working on [further features](#) including:
  - **Online consultations integration:** The first supplier was made available through the NHS App in 2020 initially with eConsult and Patient Knows Best. The NHS App team is using open standards to help suppliers who provide forms-based triage systems integrate them.
  - **Push notification capability:** The NHS App team have built the ability to allow users to receive broadcast or targeted push notifications and messages relating to their care. This could include reminders for referral appointments, reminders for online consultations, and screening invitations, via services integrated into the app. Suppliers are now being onboarded to use it.
  - **NHS Electronic Referral Service (NHS e-RS) integration:** The NHS App team integrated the NHS booking system for hospital appointments, [NHS e-RS Manage your referral](#). This enables patients to book their first hospital appointment when their GP refers them to a specialist.
  - **Personal Health Records (PHRs) integration with NHS App:** The first supplier, Patients Know Best, was made available in the NHS App from April 2020 and more are expected to go live in spring 2021.

### Apps and tools

- [NHS website launched Flu vaccine finder for patients](#) as reported by PSNC.
- An app reviewing firm (for NHS trusts) reported that [80 per cent of those apps reviewed do not meet NHS standards](#).
- Open Access Gov set out the [data potential of wearable health technology readings](#).
- A study recommends that [fitness apps should be prescribed to improve physical health, having found that users of wearable fitness trackers walk almost an extra mile a day](#).
- Following an increased demand for the service, [Push Doctor has relaunched private video consultations via its app](#).
- [ORCHA reported on a health app download 'explosion': a 25% rise](#) in health app downloads since the beginning of the pandemic – a rise of roughly one million, up from four to five million downloads every day.
- [Herefordshire and Worcestershire launches its own health apps library](#).
- National Institute for Health and Care Excellence (NICE) issued [health technologies guidance](#).

### Video consultation, artificial intelligence (AI) and robotics

- GP online reported: [Hancock believes GPs should carry out 45% of consultations remotely after the pandemic](#).
- NHSX has set up an [online community to encourage the adoption of robotic process automation \(RPA\) in health and social care](#).

- NHSX reported on [a year in the life of the NHS AI Lab](#)
- The Scottish government announced an [AI strategy for Scotland](#), including the creation of the Scottish AI Alliance, which will include representation from across society.

5a	To support useful and usable IT beyond pharmacy PMR systems and EPS
	Relevant webpages include: <a href="#">/itfuture</a>

- It is proposed that group's [Terms of Reference](#) be added to the CP ITG webpage during July 2021. The Terms of Reference can be seen [here](#). If you would like to comment on these, please contact [it@psnc.org.uk](mailto:it@psnc.org.uk).
- The [group's PMR system wishlist](#) has been further updated during May 2021 and priority and feasibility rankings added. Community pharmacy teams or the group can contact [it@psnc.org.uk](mailto:it@psnc.org.uk) to take part with further developing the list. This may be discussed at a future meeting.
- CP ITG published a [progress](#) update, and its [quarterly round-up](#) following its last main meeting.
- Community Pharmacy Digital Group discussed [NHS Digital Academy accepting applications during April 2021](#) (for courses starting from Sept 2021).

### Integrated Care Systems and digital technology

- [NHSE&I outlined the importance of data and digital in fulfilling plans to progress ICS.](#)
- [Derbyshire ICS signed a 10-year shared records deal with Orion Health.](#)
- With ICS set to be put on a statutory footing by 2022, Mala Mawkin says that [now is the time to get personal and share stories of integration success.](#)
- Digitalhealth.net published an opinion piece written by a healthcare lawyer putting forward that ["putting ICSs on a statutory footing could encourage similar levels of digital maturity across regions if the right funding and governance was in place"](#), and "success depends on 'baseline' digital maturity across organisations".
- NHSE&I board papers illustrate [NHSE&I hopes digital and data will help drive system working as well as connecting health and care providers.](#)
- Infinity Health published an opinion piece about ["What the new NHS Integrated Care Systems need to do to be successful"](#) including the expansion of Shared care records, and more proper digital transfers of care.

### IT policy updates

- [Simon Bolton replaced Sarah Wilkinson as interim chief of NHS Digital.](#)
- The NHSX CEO, [explored the digital future of the NHS, including the speculation surrounding NHSX and looked over the work and lessons NHSX has been involved with since it's set up in 2019.](#)
- [NHS Digital improves e-Referral Service \(e-RS\) further following feedback.](#)
- HSJ.co.uk reported that NHSE&I is to [create a 'transformation directorate' merging NHSX with others from NHSE&I. Timothy Ferris was appointed Director Of Transformation for NHSE&I.](#)
- Matt Hancock set out [Five mission critical areas of digital health technology.](#)
- DHSC launched a review to [highlight how health data can be used for research and analysis.](#)
- Government and healthtech bodies backed a [campaign to showcase UK digital health.](#)
- NHSE&I highlighted [patient stories of digital primary care in a pandemic.](#)
- [Simon Eccles \(NHSX CIO\) reflected on the IT leadership survey](#) of 2020 and its findings such as IT Leaders responses demonstrating: more video consultation, a reduction of dissatisfaction with

hardware, a shift in attitudes to health data, upgrades being made to records systems and improved online triage becoming more available.

A May 2021 joint Lancet and London School of Economics (LSE) [report on the future of the NHS called for a re-evaluation of digital health and for new areas of focus](#). The suggested focus areas are as follows:

1. **Deliver integrated electronic health records past commitments** (with access for patients, carers, and health and care providers across multiple settings).
2. **Improve the usability and interoperability of IT systems** to reduce staff errors and burnout.
3. **Address security, privacy and governance concerns.**
4. **Develop easy-to-use platforms for those at risk of digital exclusion.**
5. **Collate datasets** to support policy and planning, service delivery, and the precision medicine and public health agendas.
6. **Invest in IT leadership**, training and development of the existing workforce, and the creation of new roles such as data scientists and clinical informaticists
7. **Understand AI/robotics** benefits but as complementary to pre-existing roles and to reduce the burden on staff.

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